Logon to Virtual Gateway

In order to use the CBHI application, you must logon to Virtual Gateway (go to www.mass.gov/vg and click the link "Logon to Virtual Gateway") and select the Children's Behavioral Health Initiative business service.

Note: See Logon Assistance Job Aid for more information on accessing the Virtual Gateway.

Activating Your Certified Assessor Certification

A Certified Assessor (CA) is a healthcare professional who is trained and certified to perform CANS behavioral health assessments for MassHealth clients. The CA is required to have an active certification prior to accessing the main assessment menu and then may Add New, Edit, and View records.

The first time you log into the Children's Behavioral Health Initiative (CBHI) application, you are required to activate your Certified Assessor Certification.

1. Type [**Last Name***]; click the [**OK**] button.

(* Indicates required field)

Your Certification Key is provided to you upon successful completion of your certification training. You only need to enter this upon your first login (or expiration).

2. Type [**Certification Key***]; click the [**OK**] button.

(* Indicates required field)

Note:
These steps must be completed by the Certified Assessor prior to any CANS assessments being entered in the CBHI application by either the Certified Assessor or a Data Entry Operator.

Successful sign on will present the Main Assessment Menu with tabs based upon your role in the CBHI application (e.g., Certified Assessor, Data Entry Operator, etc...).
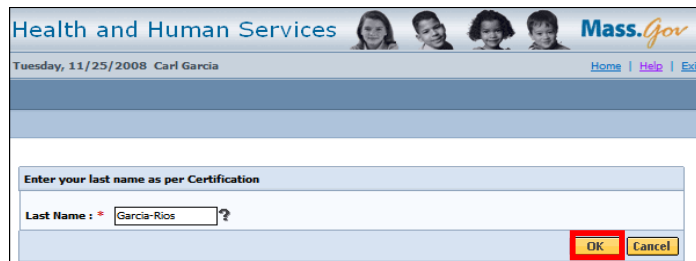
Update/Complete a CANS/SED Determination for a Client

The CA must review the SED Determination details for accuracy, update (if necessary) and select the [**Save**] and [**Complete**] buttons to update the record to a status of "Documented on Paper". Once a CA clicks the [**Complete**] button on a record, it is locked from editing. The SED Determination details are available for viewing under the [**View CANS**] tab.
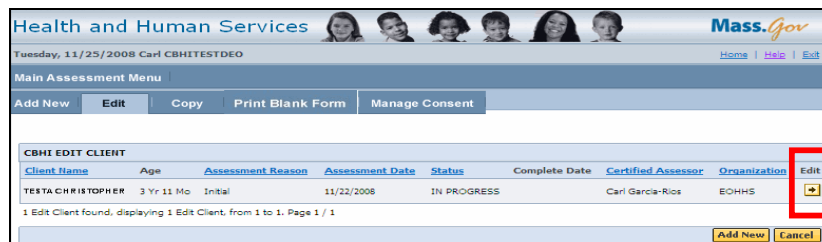
> *Note:* A Certified Assessor has the ability to Add a New record for a client. Refer to the CBHI Data Entry Operator Job Aid for more information on adding a new record.

1. Type [**Last Name***] (Certified Assessor's Last Name); click [**OK**] button.
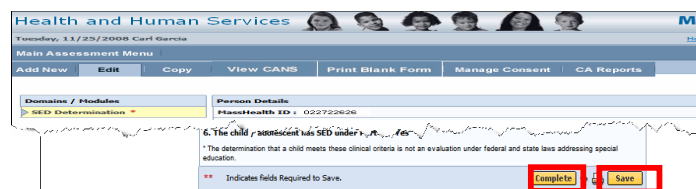
<center>(* Indicates required field)</center>

2. From the Main Assessment Menu, click the [**Edit**] tab.

3. Enter the [**Mass Health ID***]; click the [**OK**] button.

(If not the correct MH-client, click the [**Cancel**] button to enter another member.)

4. Confirm client information; click the [**Edit**] 🔶 button.

5. Review and update, if necessary, the Person Details, Child CANS Information, SED Part I and SED Part II based on hardcopy tool.

6. Click the [**Save**] button.

7. Click the [**Complete**] button.

> *Important:* The [**Complete**] button places the record in a 'Documented on Paper' status that indicates that the record is locked from editing and the SED Determination details are available under the [**View CANS**] tab.

Viewing CANS

Various roles within CBHI have access to the View CANS tab on the Main Assessment Menu.

1. From the Main Assessment Menu, click the [**View CANS**] tab.

2. Click [**View Client**] tab.

3. Enter the [**Mass Health ID***]; click the [**OK**] button.

(If not the correct MH-client, click the [**Cancel**] button to enter another member.)

4. Confirm client information; click the [**OK**] button.

A list of the record(s) for the client will display (based upon your role and organization). You may sort the list by the column headings shown in bold and underlined. Multiple pages may appear with arrows at the bottom of the screen for navigation between pages. You also have the option to add a new record, if necessary.

5. To view additional details on this client, click the [**View**] button.

The record will appear with a left pane menu and scroll bar on the right to view the record.

> **Notes:**
> The SED Details may be displayed with some gray text if the question is No or wasn't available based upon the answers selected.
>
> Do not use the Printer icon; this will only print the first part of the record that displays on the screen.

Printing a Record (Print-to-Screen)

The record may be printed via the Print-to-Screen (PDF) function.

1. Click on the PDF icon to have the record displayed in a new screen.

Note: If you do not have Adobe Acrobat currently installed you can download it for free at http://www.adobe.com.

You may review, print or save the record in Adobe Acrobat. When completed, close the browser window ([X]) and return to the CBHI application.

Note: In the previous display the SED details may appear grayed, in the Print-to-Screen the grayed out questions will not be displayed.
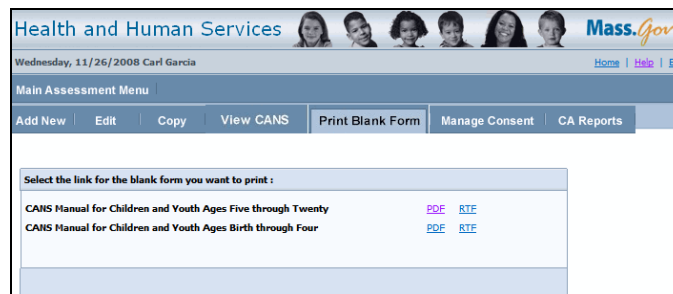
Print Blank Form

1. From the Main Assessment Menu, click the [**Print Blank Form**] tab.

2. Click the option of your choice to print the blank form for the CANS tool documents:
   - PDF (Portable Document Format – Adobe Acrobat)
   - RTF (Rich Text Format)

Auditing

Note: All actions performed in the Massachusetts CANS are logged including action performed, user id, date and time. This enables administrators to have an audit trail of activities.

Performance Tip

If application performance appears to be slow, use browser options to clear cookies, history and/or cache. Please see individual browser instructions for specific steps.

Questions or need assistance?
Call Virtual Gateway Customer Service
1-800-421-0938
(617-988-3301 - TTY for the deaf and hard of hearing)
8:30 am to 5:00 pm Monday through Friday